Item	I	FIRMR Bull Resources	etin C-6, Revision 1Federal Information Management Review Programs.
Item	II		letin C-18, Revision 1Federal nications System 2000 (FTS2000)
Item	III	FIRMR Bull	letin C-22, pages 1 & 2
Item	IV	FIRMR Bull	letin C-34, pages 11 & 12
Item	V	FIRMR Exec	cutive SummaryUpdated pages
Item	VI	Appendix (pages	C, List of Current Issuances - Updated
Item	VII	Index U	Jpdated pages
Expla	<u>nations</u>		·
Item Bul. Rev.	C-6,	Purpose:	This bulletin describes the procedures that agencies should follow and the actions the General Services Administration will take in carrying out the review responsibilities of the Paperwork Reduction Act. It was revised to reflect changes in the IRM Review Program and its implementation.
Item (Bul. Rev.	C-18,	Purpose:	This bulletin provides information on FTS2000 Contract services and was revised to include "minimize guidelines" for FTS2000 and reflect other minor changes in the FTS2000 program.
Date	Filed		Filed By

<b>V</b> =,		A revision to page 11 reflects this correction.
Item V (Executive Summary)	Action:	The updated Executive Summary provides current ordering information for the FIRMR on CR-ROM.
Item VI (App. C)	Action:	These pages update the list of current FIRMR issuances. Specifically, Section C is updated to reflect the revisions of FIRMR Bulletins C-6 and C-18.
Item VII (Index)	Action:	The Index is also updated to reflect the revised bulletins.

"must" is changed to read "should".

# Filing Instructions

rcew in

(Bul. C-34)

Items I thru VII Remove existing pages and insert revised pages in accordance with the following instructions:

Action:

<u>In</u>	Remove Pages	<u>Insert pages</u>
Appendix B	Bul. C-6	Bul. C-6/Rev. 1
Appendix B	Bul. C-18	Bul. C-18/Rev. 1
Appendix B (Bul. C-22)	1 & 2	1 & 2
Appendix B (Bul. 34)	11 & 12	11 & 12
Appendix C	C-3 & C-4	C-3 & C-4
Index	17 thru 22	17 thru 22
Executive Summary	v & vi	v & vi

<u>Point of Contact</u>. Questions concerning your agency's distribution of Transmittal Circulars or the FIRMR should be directed to your agency's GPO Liaison Officer. If additional assistance is needed, please contact R. Stewart Randall, Jr., Regulations Analysis Division (KMR), telephone, commercial or FTS (202) 501-3194 (v) or (202) 501-0657 (tdd).

FRED L. SIMS

Deputy Assistant Commissioner

for Information Resources

Management Policy

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subsect. redetal information resources management review frogram

- 1. <u>Purpose</u>. This bulletin describes the procedures that Federal agencies should follow and the actions the General Services Administration will take in carrying out the review responsibilities of the Paperwork Reduction Act.
- 2. Expiration date. This bulletin contains information of a continuing nature and will remain in effect until canceled.

#### 3. <u>Contents</u>.

Topic	<u>Paragraph</u>
Related material	4
Information and assistance	5
Acronyms	6
Requirements of the Paperwork Reduction Act	7
OMB and GSA responsibilities	8
Applicability	
Objectives of the program	10
Program description	11
Purpose of IRM reviews	11a
Scope of IRM reviews	11b
Reporting requirement	11c
Procedures	12
The 27 agencies with the largest IT budgets	12a
Other agencies in the Federal IRM Review Program	12b
Reporting to OMB and the Congress	
Agency responsibilities	13
Assistance from GSA	14
Cancellation	
Agencies in the Federal IRM Review Program	Attachment A

#### 4. Related material.

FIRMR Bulletin C-33
FIRMR Parts 201-11 and 201-22
Self-Assessment Guide to Evaluate Compliance with Section 3506 of the Paperwork Reduction Act

TC 90-6 Attachment

FEDERAL INFORMATION RESOURCES MANAGEMENT REGULATION APPENDIX B

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Telephone: FTS or commercial (202) 501-1332.

#### 6. Acronyms.

IRM Information Resources Management

IR/PMR Information Resources Procurement and Management Review

IT Information Technology

OMB Office of Management and Budget

7. Requirements of the Paperwork Reduction Act. The Paperwork Reduction Act requires that executive agencies and GSA establish IRM review capabilities. Specifically, agencies are required by the Act to carry out their information management activities in an efficient, effective, and economical manner. The Act also requires each executive agency to designate a senior official to carry out the responsibilities of the agency under the Act. These responsibilities include systematically conducting inventories of major information systems; periodically reviewing major information management activities; ensuring that information systems do not overlap; developing procedures for assessing the paperwork and reporting burden of proposed legislation; assigning the senior official responsibility and accountability for IRM acquisitions; implementing applicable Governmentwide and agency information policies, principles, standards, and guidelines with respect to IRM functions; periodically evaluating and, as needed, improving the accuracy, completeness, and reliability of data and records contained within Federal information systems; and developing and annually revising a five-year plan for meeting the agency's IT needs. In addition, the Act requires GSA to advise and assist OMB to "selectively review, at least once every three years, the information management activities of each agency to ascertain their adequacy and efficiency." It also requires "particular attention to whether the agency has complied with section 3506" of the Paperwork Reduction Act.

8. OMB and GSA responsibilities. OMB is required to report to Congress major activities being accomplished under Paperwork Reduction Act guidelines, including review activities, and to conduct such independent reviews as it deems appropriate.

Government-controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency. See Attachment A to this Bulletin for a listing of affected agencies.

- 10. <u>Objectives of the program</u>. The principal objectives of the Federal IRM Review Program are:
- a. To determine if each executive agency is carrying out its information management activities in an efficient, effective, and economical manner in support of program missions and objectives;
- b. To determine how well each executive agency is complying with established IRM policies, procedures, principles, standards, and guidelines; and
- c. To determine whether each executive agency is complying with Section 3506 of the Paperwork Reduction Act.

### 11. Program description.

- a. <u>Purpose of IRM Reviews</u>. The primary purpose of IRM reviews is to improve the Governmentwide management of information resources so that all agencies can accomplish their missions more efficiently and effectively.
- b. Scope of IRM Reviews. IRM reviews may encompass any or all activities of planning, budgeting, organizing, directing, training, and controlling associated with the creation, collection, processing, transmission, dissemination, use, storage, and disposition of information by agencies. IRM encompasses both information itself and the resources, such as personnel, equipment, funds, and technology used to create, collect, process, transmit, disseminate, use, store, and dispose of information. This includes ADP, telecommunications, office automation, records management, and their associated activities.
- c. Reporting requirement. Under the program, agencies are required to report to GSA, upon request, the state of their progress in implementing Section 3506 of the Paperwork Reduction Act.

- a. The 27 agencies with the largest IT budgets. GSA will conduct on-site Section 3506 compliance reviews of the 27 agencies with the largest IT budgets every three years. These reviews will be conducted as a separate component of GSA's IR/PMRs. Agencies will report on Section 3506 compliance prior to each review as part of their response to GSA's pre-review questionnaire. GSA will independently evaluate agency compliance with Section 3506. Procedures for IR/PMRs will be found in FIRMR Bulletin C-33.
- b. Other agencies in the Federal IRM Review Program. All other agencies reporting under the Federal IRM Review Program will submit reports to GSA on November 1 of every third year, with the first report due November 1, 1995. GSA will provide reporting instructions to all agencies in advance of reporting deadlines.
- c. Reporting to OMB and the Congress. By May 31 of each year, GSA will provide a consolidated annual report to OMB covering all agencies that reported on Section 3506 compliance for that year. This report will include an executive summary of trends and significant actions, highlight IRM successes, and identify problem areas. OMB will report the results of the reviews to the appropriate Committees of the Congress. Each agency that is reviewed under the provisions of the Paperwork Reduction Act is required to prepare and submit to OMB and the appropriate Congressional committees, a written statement that responds to the review report. This statement must be submitted within 60 days of receipt of the report, and must address any problems or deficiencies identified in the report.
- 13. Agency responsibilities. As required by the Federal Information Resources Management Regulation, the agency head, in coordination with the senior official designated under the requirements of the Paperwork Reduction Act, shall delegate IRM review authorities and responsibilities within the agency consistent with the Act. The agency head shall ensure that the agency's review organization is responsible for compliance with Section 3506 of the Act and that it has the authority to review programs, functions, and activities within the objectives and scope of IRM. The agency's review organization shall:

- plan.
- 14. Assistance from GSA. To assist agencies in meeting the requirements of the Paperwork Reduction Act and thus the Federal Information Resources Management Review Program, GSA has developed a Self-Assessment Guide to Evaluate Compliance with Section 3506 and a reporting format.
- 15. Cancellation. FIRMR Bulletin C-6 is canceled.

G. Martin Wagner

G. MARTIN WAGNER
Acting Commissioner
Information Resources
Management Service

procurement and Management Review approximately every three years. These agencies are required to submit a Section 3506 self-assessment as part of their pre-review materials. GSA will independently evaluate these agencies' compliance with Section 3506 of the Paperwork Reduction Act as part of the IRM Review program.

Agency for International Development Department of Agriculture Department of the Air Force Department of the Army Army Corps of Engineers Department of Commerce Department of Defense - Office of the Secretary Department of Education Department of Energy Environmental Protection Agency Federal Emergency Management Agency General Services Administration Department of Health and Human Services Department of Housing and Urban Development Department of the Interior Department of Justice Department of Labor National Aeronautics and Space Administration Department of the Navy Nuclear Regulatory Commission Office of Personnel Management Department of State Tennessee Valley Authority Department of Transportation Department of Treasury United States Information Agency Department of Veterans Affairs

Advisory Council on Historic Preservation American Battle Monuments Commission Arms Control and Disarmament Agency Commission on Civil Rights Commission of Fine Arts Committee for Purchase from the Blind & Other Severely Handicapped Commodity Futures Trading Commission Consumer Product Safety Commission Equal Employment Opportunity Commission Executive Office of the President Export-Import Bank of the United States Farm Credit Administration Federal Communications Commission Federal Deposit Insurance Corporation Federal Energy Regulatory Commission Federal Labor Relations Authority Federal Maritime Commission Federal Mediation and Conciliation Service Federal Mine Safety and Health Review Commission Federal Reserve Board of Governors Federal Trade Commission International Trade Commission Interstate Commerce Commission Library of Congress National Archives and Records Administration

Merit System Protection Board

National Capital Planning Commission

National Commission on Libraries and Information Science National Credit Union Administration

National Foundation on the Arts and the Humanities

National Endowment for the Arts National Endowment for the Humanities Institute of Museum Services

National Mediation Board
National Science Foundation
National Transportation Safety Board
Occupational Safety and Health Review Commission
Office of the United States Trade Representative
Panama Canal Commission
Peace Corps
Pension Benefit Guaranty Corporation
Postal Rate Commission
Railroad Retirement Board
Securities and Exchange Commission
Selective Service System
Small Business Administration
Smithsonian Institution

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SUBJECT: Federal Telecommunications System 2000 (FTS2000)

- 1. <u>Purpose</u>. This bulletin provides information on FTS2000 contract services.
- 2. Expiration date. This bulletin contains information of a continuing nature and will remain in effect until canceled.

#### 3. Contents.

<u>Topic</u>	<u>Paragraph</u>
Related material	4
Information and assistance	5
Definitions	
Acronyms	
General	
FTS2000 services and features	
Assignment of agencies to networks	
Mandatory use of FTS2000 services	
Exceptions to the use of FTS2000	
Agency support	
Ordering of FTS2000 services	
FTS2000 pricing	
FTS2000 and other acquisitions	
Minimize guidelines and procedures	17
Emergency calling alternatives to FTS2000	18
Cancellation	
FTS2000 Services/FeaturesAt	tachment A
National Security and Emergency Preparedness SvcsAt	
Assignment of Organizations to NetworksAt	tachment C

### 4. Related material.

FIRMR Section 201-20.305-1, Regulatory delegations. FIRMR Section 201-24.101, The mandatory FTS2000 network.

TC 90-6 Attachments

FEDERAL INFORMATION RESOURCES MANAGEMENT REGULATION APPENDIX B

(1) Service Oversight Center for Network "A" (SOC-A):

General Services Administration
Office of FTS2000 (TN)
Network A Service Oversight Center (SOC-A)
7980 Boeing Court
Vienna, VA 22182-3988

Telephone: FTS/Commercial (703) 760-7530

(2) Service Oversight Center for Network "B" (SOC-B):

General Services Administration
Office of FTS2000 (TN)
Network B Service Oversight Center (SOC-B)
13221 Woodland Park Road
Herndon, VA 22071-3022

Telephone: FTS/Commercial (703) 904-2923

b. Questions regarding the mandatory use of FTS2000 contract services, or requests for an exception to the mandatory use of FTS2000, should be directed to the Office of FTS2000 below:

General Services Administration Associate Administrator (T) Office of FTS2000 18th and F Streets, NW Washington, DC 20405

Telephone: FTS/Commercial (703) 208-7493

- c. The contractors' service support points of contact are as follows:
  - (1) Network "A":
    AT&T Federal Systems
    TIP 5, Attention: Service Order Department
    1921 Gallows Road
    Vienna, VA 22182

Telephone: 1-800-462-1031

Telephone: 1-800-877-2122

#### 6. Definitions.

"Intercity" as it applies to FTS2000 services means a telecommunications transmission between two or more locations that cannot be accomplished within a local service area. The terms "intercity" and "long-distance" have the same meaning.

"Inherently long-distance feature" means a feature that can be provided only as part of or by a long-distance network.

"Local service area" means within a 25-mile radius, within a Local Access and Transport Area (LATA), or within a metropolitan area.

"Local network" means locations, within a local service area, interconnected by communications circuits.

"Non-inherently long-distance features" means features that can be provided without the use of a long-distance network.

"Government-furnished services" are services directly acquired by the Government and subsequently made available by a contractor.

"Minimize" as it applies to FTS2000 services means those conditions wherein normal telecommunications traffic is drastically reduced in order that telecommunications services connected with an actual or simulated emergency shall not deteriorate.

#### 7. Acronyms.

Customer Premises Equipment CPE Compressed Video Transmission Service CVTS Designated Agency Representative DAR Delegation of Procurement Authority DPA Dedicated Transmission Service DTS Government Furnished Services GFS Integrated Services Digital Network ISDN National Communications System NCS National Security and Emergency Preparedness NSEP

two ten-year fixed-price contracts covering FTS2000 services on December 7, 1988. American Telephone and Telegraph Company (AT&T) was awarded the network "A" contract and US Sprint Communications Company (Sprint) was awarded the network "B" contract.

### 9. FTS2000 services and features.

- a. The same services will be available on both networks to the extent practical and considered advantageous to the Government. The services of FTS2000 are:
  - (1) Switched Voice Service.
- (2) Switched Data Service for the transmission of data in a digital format at 56 kbps and 64 kbps.
- (3) Switched Digital Integrated Service for the digital transmission of voice, data, image, and video at transmission rates of up to 1.544 megabits per second (mbps).
- (4) Packet Switched Service for the transmission of data in packet form.
- (5) Video Transmission Service for the transmission of both compressed and wideband video.
- (6) Dedicated Transmission Service for the point-to-point and multipoint private line transmission of voice and data.
- b. Attachment A lists the features available for each category of FTS2000 service. Full use of FTS2000 features is dependent upon the capabilities of serving Local Exchange Carriers, as well as installed customer premises equipment (CPE).
- c. FTS2000 sustains and enhances the Federal Government's NSEP capabilities. Attachment B lists some of the services available under this program area.

FTS2000 network in accordance with agencies' needs, contract clauses, governing regulations, and statutes. GSA will determine whether a requested change is within the scope of the FTS2000 contracts.

- e. FTS2000 is a services-only contract. Only the Federal information processing equipment or CPE which is required to provide an FTS2000 service is furnished. To support some FTS2000 features, the FTS2000 contractors will be required to provide service directly to an agency's terminal equipment interface. For example, the FTS2000 contractor might provide a terminal adaptor to an agency location in order to connect FTS2000 ISDN services to the agency's terminal equipment.
- 10. Assignment of agencies to networks. Agencies are assigned to the networks on a whole agency basis to the extent possible and practicable. Attachment C lists the organizations assigned to each network.
- 11. <u>Mandatory use of FTS2000 services</u>. FIRMR section 201-24.101 requires the use of FTS2000 network services by Federal agencies for all acquisitions subject to 40 U.S.C. 759.
- 12. Exceptions to the use of FTS2000.
- a. An agency must request and obtain approval from the GSA Office of FTS2000 to acquire long distance services other than those available on the FTS2000 network, based on GSA's determination that:
- (1) The agency's requirements are unique and cannot be satisfied by the FTS2000 network; and
- (2) The agency acquisition action for such requirements would be cost effective and would not adversely affect the cost effectiveness of the FTS2000 network; or
- b. An agency may request and obtain approval from GSA to use services other than those available on the FTS2000 Network on an interim basis based on an established date for transition to the FTS2000 network.

analysis should examine only benefits and costs involved with satisfying the unique requirement. Agency traffic or services that are being met by or could be met by FTS2000 should not be part of the benefit/cost analysis nor should they be included in any of the alternatives. The following steps are required to perform the benefit/cost analysis:

- (1) Identify all reasonable alternatives; e.g., those alternatives that are both technologically and operationally feasible.
- (2) Identify all benefits and costs of each alternative over the project life cycle and estimate where in the cycle the benefits and costs will occur. The analysis should include the initial benefits and costs as well as all recurring and non-recurring benefits and costs. Non-quantifiable benefits and costs should be identified and discussed in the analysis.
- (3) The benefits and costs should then be discounted using the present value method. In this connection, applicable Office of Management and Budget management guidance should be followed. The alternatives can then be compared on the basis of their net present values. The alternative having the highest net present value would be considered the most cost effective alternative.
- d. If a requirement is unique, and the resultant agency acquisition would be cost effective, the rebuttable presumption is that the agency acquisition would not adversely affect the cost effectiveness of the FTS2000 network. However, when reviewing a request for an exception to the use of FTS2000, GSA may require additional information.
- e. Agencies do not need to seek an exception to the mandatory use of FTS2000 services under FIRMR section 201-24.101 for requirements that were previously authorized and awarded under prior FIRMR provisions until the end of the contract life or when exercising renewal options for those requirements. However, agencies must use available FTS2000 network services (or services that will be available) that can satisfy their requirements upon completion of such contracts unless approval is obtained from GSA to use services other than those available on the FTS2000 network.

the FTS2000 network and have a GSA agreed upon transition plan.

- g. FIRMR section 201-24.101 provides an exception to the use of all non-inherently intercity features of the FTS2000 when requirements for such features are satisfied within a local network. For example, some agency requirements for electronic mail, audio teleconferencing, compressed video teleconferencing service, conference bridges, cellular service, or protocol conversion that can be satisfied either through a local network or through FTS2000 services, may be implemented locally, if the agency finds it more beneficial.
- h. FTS2000 only provides intercity telecommunications services within the United States, Puerto Rico, Guam and the U.S. Virgin Islands. Agencies requiring international services outside the continental United States other than that provided by FTS2000 need not seek an exception; however, the provisions of FIRMR section 201-20.305 still apply.
- i. Agencies should ensure that the following information is included in an exemption request:
- (1) Agency Information: Provide agency name, address and names and telephone numbers of appropriate agency technical and contracting points of contact.
  - (2) Project Title and Description:
- (i) Provide the project title and a brief but specific description of the primary agency program(s) that the required telecommunications resources will support.
- (ii) Provide a brief but specific description of the intercity telecommunications transmission facilities and services currently supporting the program(s) if appropriate.

for system expansion (i.e., anticipated augmentation and other major system modifications) during the system life if such requirements will be included in a solicitation document as evaluated options.

- (3) Estimated Contract Life and Cost: Identify the estimated contract cost of the acquisition (not the overall systems life cost) for the contract life. Include all anticipated optional quantities, services and periods. Detailed cost breakdowns may be included when necessary to describe clearly the estimated costs. The estimated contract cost (for all years) should correspond to the planned contract life. (NOTE.--The GSA approval resulting from the submission will be limited to quantities and years described therein.)
- j. If an agency has a requirement for long distance telecommunications services or facilities that may not fall within the scope of FTS2000, the requirement shall be submitted to GSA, Office of FTS2000, as specified in paragraph 5b above, for a final determination prior to acquisition action. An exception to the mandatory use of FTS2000 will be granted if the service cannot be provided by FTS2000. If an exception is granted and a requirement is above the thresholds in FIRMR § 201-20.305-1 or thresholds established pursuant to § 201-20.305-2, a delegation of procurement authority (DPA) must be obtained from GSA. A request for an exception and a DPA may be submitted simultaneously. For information on the submission of an agency procurement request for a DPA, see FIRMR Bulletin C-5.

### 13. Agency support.

a. GSA is responsible for oversight and management of the FTS2000 contracts and performs these functions through two GSA FTS2000 Service Oversight Centers (SOCs), one for each network. The principal mission of each center is to oversee the day-to-day operation and administration of FTS2000 and to ensure contract compliance. These centers help resolve agency problems with FTS2000. This assistance includes help with FTS2000 pricing. The SOCs receive network performance and status information. Agencies should contact their SOC for instructions on how to obtain this information.

- a. Prior to ordering any new service, an agency must complete and sign an Interagency Agreement, an Agency Funding Document, and provide requirements estimates to GSA. Additional orders may be placed within the scope of the agreement.
- b. DARs will request FTS2000 services from their network contractor. The request may be submitted by mail, facsimile, electronic mail, or by telephone. The contractor reviews the request for feasibility, develops estimated pricing, and then coordinates the request with the SOC. The SOC ensures that funding is available from the Information Technology Fund.
- 15. FTS2000 pricing. GSA will assist agencies and vendors with FTS2000 cost evaluations. Vendors interested in agency solicitations should contact agencies on FTS2000 pricing questions. If agencies need further assistance in answering FTS2000 pricing questions, they should contact their SOC.

# 16. FTS2000 and other acquisitions.

- a. When an agency's overall acquisition requirements include long-distance telecommunications requirements that are within the scope of FTS2000 services, FIRMR section 201-24.101 applies to those telecommunications requirements. Accordingly, agencies shall require their contractors, (and subcontractors, regardless of the tier), in new awards subject to 40 U.S.C. 759, to satisfy any agency long-distance telecommunications services requirements by using the GFS of the FTS2000 network, as such services become available, unless GSA grants the agency an exception to the use of FTS2000 and a DPA, if required, for that acquisition.
- b. FIRMR § 201-24.101-2 requires Federal agencies to satisfy long-distance telecommunications services requirements by using available Government-furnished FTS2000 contract services. The agency can:

- (2) Decide not to include an expected solution for the use of FTS2000. In this case, all offerors are required to separately price GFS FTS2000 in their offers.
- c. Offerors should contact the soliciting agency for any questions regarding FTS2000. Offerors should clearly designate any proprietary information that they provide to the Government. The Government will take appropriate action to ensure the confidentiality of the material.
- d. Prior to contract award, an agency requiring assistance on FTS2000-related questions should contact GSA at the appropriate SOC. After contract award, an agency can continue to contact its SOC on FTS2000-related questions or talk with the FTS2000 contractor directly.
- e. After contract award, the contractor should continue to work through the agency on FTS2000-related questions, as well as any questions related to non-FTS2000 equipment. An agency may choose to give a letter of agency to the contractor, which would allow it to contact the GSA SOC or the FTS2000 contractor directly, subject to agency discretion.
- f. An agency may authorize its contractors and subcontractors to use FTS2000 if such contractors or subcontractors are performing under cost reimbursement contracts or other types of negotiated contracts when the agency determines that a substantial dollar portion of the contractor's contracts are of a cost reimbursement nature. All such authorized use must be supported by a written determination that the usage is in the Government's interest (see FAR subpart 51.1). Since FTS2000 can only be ordered by Federal agencies through their DAR, the procedures for ordering set forth in this bulletin should be followed.

### 17. Minimize guidelines and procedures.

a. GSA has the sole authority to impose a Minimize condition on the FTS2000 network to implement the Minimize guidelines prescribed by the National Communications System.

traffic will be sent to or from the crisis area.

- c. Agencies are responsible for notifying their personnel expeditiously by whatever means to implement a Minimize condition. Agency emergency plans should include actions to announce and incorporate Minimize conditions which are effective and efficient. Calls to or from the crisis area which are not "emergency traffic" or "essential traffic" will not be initiated. Minimize, to be effective, requires that agencies greatly curtail and reduce the volume of telecommunications traffic that would impact upon the crisis area.
- d. When the Minimize condition is canceled by GSA, notification by GSA will follow the same channels as GSA had set up for implementation.

# 18. Emergency calling alternatives to FTS2000.

- a. In the event of an outage or failure on the FTS2000 network(s), acceptable calling alternatives may be made available. It is important for the Federal user community to determine and plan to implement their permissible alternatives and in what sequence these alternatives should be employed. One such alternative readily available is domestic long distance switched voice service, which can be obtained by the selection of a Primary Interexchange Carrier (PIC).
- b. GSA allows use of an alternative carrier to FTS2000 for periods of emergency (i.e. network failure or outages). Use of these alternatives to complete calls under other than emergency or outage conditions may be a violation of mandatory use statutes and appropriated funds may not be used to pay for these services. If a domestic inter-LATA call is completed using an alternate carrier, each agency is responsible for determining whether usage was proper under existing laws and whether payment to the carrier is authorized.

G. MARTIN WAGNER
Acting Commissioner
Information Resources
Management Service

Agency Recorded Message Announcements

Uniform Numbering Plan

On and Off Net Calling

Network Intercept and Recorded Messages

Call Screening, Class of Service and Restriction Class of Service Override Travelling Classmark Code Block

Network Audio Conferencing Arrangements

Meet-me
Pre-set
Add-on
Attendant Assisted

Attendant Services

Authorization Codes

Critical User Services

Transmission of Data Up To 4.8 kbps

Inward Station Access (800 type Service)

Inward Selected Access (800 type Service with call prompting)

Enhanced 800 type Service

# SWITCHED DATA SERVICE

Full-Duplex, Synchronous Data
Transmission in a Digital Format at 56 & 64 kbps
(when clear channel capability is available)

Authorization Codes

56/64 kbps, and 1.544 mbps

Multipoint analog at 4.8 kbps and 9.6 kbps. Multipoint digital at 9.6 kbps and 56 kbps

### PACKET SWITCHED SERVICE

Dial-Up Access

Asynchronous Data

Transmission at 300 bps, 1.2 kbps, 2.4 kbps, 4.8 kbps, and 9.6 kbps\* (On-net only)

Synchronous Data
Transmission at 4.8 kbps and 9.6 kbps\* (On-net only)

Electronic Mail

Dedicated Access

Voice Grade analog for speeds up to 4.8 kbps and at 9.6 kbps

Digital Data Transmission at 9.6 kbps and 56 kbps (when clear channel capacity is available)

CCITT X.25 Protocol

### VIDEO TRANSMISSION SERVICES

Compressed and Wideband Video

One Way; Point to Point or Multi-Point with Audio Return Two Way; Point to Point Interactive

Dynamic Multi-Point; Interactive

# SWITCHED DIGITAL INTEGRATED SERVICE

T-1 Interface

Type 1 Standard Bit Pulse Code Modulation (24 64 kbps channels)
Type 2 Low Bit Rate Pulse Code Modulation (44 32 kbps channels)
ISDN

Primary Rate Interface (23 B+D)
Basic Rate Interface (2 B+D)
Type 3 Standard Bit Digital 56 & 64 kbps

Telecommunications Service Priority (TSP) can be requested by users of the FTS2000 Network to obtain expedited telecommunications service during periods associated with disaster or crisis situations. Users may initiate new service during a crisis period or provide for the expeditious restoration of dedicated voice or data facilities through the use of the TSP system.

TSP service can be requested from the appropriate GSA FTS2000 vendor to obtain those priority treatment services which they are capable of providing. Prior to requesting service from GSA FTS2000 vendors, justification and authorization for TSP restoration or provisioning services must be coordinated between the requesting agency and the TSP Program Office of the National Communications System (NCS). A TSP authorization code issued by NCS must accompany all TSP requests submitted to GSA FTS2000 vendors.

# ASSURED SERVICE (PRIORITY QUE SERVICE)

The Assured Service feature provides a precedence and priority of call completion on the switched voice networks for identified critical users. This capability could be vital during emergencies. Assured Service is engineered to minimize call set up time and maximize the call completion rate of critical users.

This service can be provided <u>on</u> net where specific critical users can be identified through an automatic number identification provided at the local service level, or through a dedicated access facility with specific class marking. This service can also be made available to or from <u>off</u> net locations through special authorization codes issued by the GSA FTS2000 vendors.

Integrated Service Digital Network (ISDN), where available, may be used to permit a critical user caller to be identified to a called party, even if the line is busy, and alert the called party that a critical user caller is waiting.

survivability of critical telecommunications services. These capabilities are not universally available, and in some cases are subject to special construction charges. The cost for the redundant facility(s) may require special charges not currently incorporated in the FTS2000 switched voice service contracts.

#### 800 SERVICE

800 services can also be requested which provide a unique approach to allowing organizations to support their disaster and emergency activities in a distributed manner.

#### EXPEDITED SERVICES

The GSA FTS2000 contract requires its vendors to provide special services on a priority basis. This expediting process should be employed prior to the exercising of TSP procedures described above.

# OTHER NSEP SUPPORT SERVICE OFFERINGS

Voice and portable video conferencing

Special Announcements

User Access restrictions

Electronic Mail

Voice Mail

Hotlines

Load Control-Access Trunk Group Denial

Operator Assistance

Action
Administrative Conference of the United States
Advisory Commission on Intergovernmental Relations
Agency for International Development
Appalachian Regional Commission
Architectural and Transportation Barriers Compliance Board
Army National Guard
Army Reserves

# Board for International Broadcasting

Central Intelligence Agency
Christopher Columbus Quincentenary Jubilee Commission
Commission for the Preservation of American Heritage Abroad
Commission of Fine Arts
Commission on National and Community Services
Committee for Purchase from the Blind and Other Severely
Handicapped
Congressional Budget Office
Consumer Product Safety Commission
Corps of Engineers

Defense Nuclear Facilities Safety Board Delaware River Basin Commission Department of Agriculture (National Finance Center, New Orleans, Louisiana) Department of the Air Force Department of the Army Department of the Navy and U.S. Marine Corps. Department of Commerce Department of Defense Office of the Secretary Defense Contract Audit Agency Canada-United States Permanent Joint Board on Defense Defense Commissary Agency Defense Information Systems Agency Defense Investigative Service Defense Logistics Agency Defense Mapping Agency Department of Defense Inspector General (Defense Audit Service) Joint Mexican-United States Defense Commission

Department of Education
Department of Energy
Department of Health and Human Services
Department of the Interior
Department of State
Department of Transportation
Department of Veterans Affairs (except "800" service)
District of Columbia Public Service Commission

Environmental Protection Agency Export-Import Bank of the United States

Farm Credit Administration
Federal Communications Commission
Federal Deposit Insurance Commission
Federal Election Commission
Federal Emergency Management Agency
Federal Energy Regulatory Commission
Federal Housing Finance Board
Federal Labor Relations Authority
Federal Retirement Thrift Investment Board
Food and Agriculture Organization of the United Nations

Goldwater Education Foundation Government of the District of Columbia Governor of Guam

Inter-American Foundation
International American Development Bank

John F. Kennedy Center

Marine Mammal Commission Merit System Protection Board

National Aeronautics and Space Administration National Capital Planning Commission National Commission on Children National Commission on Libraries and Information Science National Commission on Migrant Education National Consumer Cooperative Bank
National Council on Handicapped
National Economic Commission
National Gallery of Art
National Science Foundation
National Trust for Historic Preservation
Neighborhood Reinvestment Corporation
Nuclear Regulatory Commission
Nuclear Waste Technical Review Board

Office of Technology Assessment
Office of the Special Counsel
Organization for Economic Cooperation and Development
Overseas Private Investment Corporation
Oversight Board for Resolution Trust Corporation

Panama Canal Commission
Peace Corps
Pennsylvania Avenue Development Corporation
Postal Rate Commission
Prospective Payment Assessment Commission

Railroad Retirement Board Resolution Trust Corporation

Securities and Exchange Commission Selective Service Commission Smithsonian Institution

Tennessee Valley Authority

United Nations Information Center
United Nations International Labor Office
United States Court of Veterans Appeals
United States Mission to the United Nations
United States/Japan Friendship Committee
United States Office of Government Ethics
United States Postal Service

Administrative Office of the United States Courts

Commission on Civil Rights
Commodity Futures Trading Commission

Department of Housing and Urban Development
Department of Justice
Department of Labor
Department of the Treasury
Department of Veterans Affairs ("800" service only)

Equal Employment Opportunity Commission Executive Office of the President

Federal Bureau of Investigation Federal Maritime Commission Federal Mediation and Conciliation Service Federal Mine Safety and Health Review Commission Federal Public Defenders Service Federal Reserve System

General Services Administration

International Trade Commission Interstate Commerce Commission Institute of Museum Services

### Judiciary

National Archives and Records Administration National Council of State Governors National Credit Union Administration National Foundation on the Arts and the Humanities National Labor Relations Board National Mediation Board

Occupational Safety and Health Administration Office of Personnel Management Office of Thrift Supervision

# Pension Benefit Guarantee Corporation

# Small Business Administration

United States Information Agency United States International Trade Commission United States Supreme Court United States Tax Court

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processing (rir) resources

- 1. <u>Purpose</u>. This bulletin provides information and guidance to help agencies achieve security and privacy protection for FIP resources, including those resources provided by contractors.
- 2. Expiration date. This bulletin contains information of a continuing nature and will remain in effect until canceled.

#### 3. Contents.

<u>Topic</u>	Paragraph
Related material Information and assistance Definitions Acronyms Background Security program elements Identification and review Security controls Continuity of operations Security audits or evaluation Physical and environmental security Contingency plan National security and emergency preparedness Management Security administration Security training and awareness Malicious software	567899a9b9c9d9d9e9f9g
Disposition of sensitive automated information Acquisition specifications Considerations for contractor-run systems Technology  Data encryption standard  Digital signature standard  Electronic certification  Electronic data interchange  Network access and authentication  Trusted systems technology  Telecommunications	10d 10e 11f 11a 11b 11c 11d 11d

TC 90-5

OMB Circular A-130, Management of Federal Information Resources.

FIRMR Part 201-18, Planning and Budgeting.

FIRMR Section 201-21.3, Security and Privacy.

FIRMR Bulletin C-20, National Security and Emergency Preparedness (NSEP) Telecommunications.

FIRMR Bulletin C-28, Computer Viruses.

47 CFR Part 64 - Appendix A.

NIST Publication List 91, Computer Security Publications. GSA brochure, "Information Resources Security: What Every Federal Manager Should Know".

#### 5. Information and assistance.

a. For additional information or assistance concerning the subject matter in this bulletin contact the address below:

General Services Administration Regulations Analysis Division (KMR) 18th and F Streets, NW. Washington, DC 20405

Telephone: FTS/Commercial (202) 501-3194 (v) or FTS/Commercial (202) 501-0657 (tdd)

b. For information or assistance concerning security planning or support using Government and contractor security consultants or services contact the address below:

General Services Administration
Office of Technical Assistance
GSA Federal Systems Integration & Management Center (FEDSIM)
5203 Leesburg Pike, Suite 400
Falls Church, VA 22041
Telephone: FTS/Commercial (703) 756-4111 (v)

c. For information on assistance concerning regional or local ADP security support provided through commercial contracts contact the GSA, Office of Technical Assistance, Federal Information Systems Support Program, 5203 Leesburg Pike, Suite 501, Falls Church, VA, 22041, Telephone FTS/Commercial (703) 756-4227

that operates at six mega nertz and transmits full motion television quality video.

- b. <u>FTS2000 SDS</u> is a method of transmitting video in increments of 56 or 64 kbps on a "dial-up" basis. Potential FTS2000 SDS users should assess their requirements and research the capabilities of FTS2000 SDS for their particular application. Agencies choosing SDS for video transmission will be responsible for furnishing the codec and the other video terminal equipment. It should be noted that FTS2000 SDS and FTS2000 CVTS are not interoperable transmission services.
- c. <u>Switched voice service</u> is primarily used to supplement video teleconferencing. It provides an audio connection and supports audio conferencing arrangements such as meet-me; pre-set; add-on; or attendant assisted.
- d. <u>FTS2000 SDIS</u> is an access method of aggregating video, voice, and data transmissions on a single digital facility. SDIS can substantially lower the cost of video services on the FTS2000 network. Potential video users are encouraged to contact their respective FTS2000 SOC customer service representative for additional information.
- e. <u>FTS2000 DTS</u> is the point-to-point private line transmission of video, voice and data on the FTS2000 network. It includes voice grade and analog data transmissions up to 4.8 kbps and at 9.6 kbps; and full-duplex, synchronous, digital data transmissions from 9.6 to 1,544 kbps.

### 13. Video teleconferencing and telecommunications security.

a. Administration and control. Effective audiovisual administration involves activities that ensure the system remains available for agency use and protects classified and sensitive information system resources. Agencies should maintain a physical environment for their audiovisual and video teleconferencing FIP resources which ensures the safety of personnel, the safeguarding of the physical assets of the facility, while effectively supporting the facility's mission. All video teleconferencing sites should meet building and safety codes and have fire protection systems and safeguards.

cable video signals is a significant problem. Microwave video signals are more easily intercepted than buried cable signals. All airborne transmissions should use the Data Encryption Standard (DES) to preclude illegal interception of sensitive transmissions. While fiber optic cables are not as vulnerable to intrusion, their signals can also be intercepted.

"Scrambling" of video signals is widely used to deter video piracy. The use of scramblers does not provide adequate security for classified or sensitive video telecommunications due to the weak cryptography (encryption) used, and the availability of decoders to unauthorized users. The use of approved cryptographic devices or DES, which meet Federal guidelines and procedures, provides protection for digital channels telecommunications transmissions. DES is a built-in feature of some video teleconferencing equipment.

- d. Protection of classified or sensitive data. Currently, cryptography is the primary means for protecting teleconferencing and telecommunications systems. Appropriate cryptography should be used to protect both classified and sensitive video and audio signals when they are transmitted. Examples of telecommunications components where cryptography is incorporated include: secure telephones, secure ISDN, secure facsimile, secure data transmission, and secure video teleconferences.
- e. Agency security office. For additional information concerning telecommunications security and available cryptographic capabilities, contact your agency security office to ensure compliance with Governmentwide and agency policy and regulations.

THOMAS J. BUCKHOLTZ

Thomas & Buckholtz

Commissioner

Information Resources

Management Service

and subsequent changes. All current FIRMR bulletins are canceled. A new bulletin series is established.

This edition uses the term Federal Information Processing (FIP) resources as an umbrella term to describe ADP and telecommunications resources as defined by the Paperwork Reduction Reauthorization Act of 1986. The FIRMR covers the acquisition, management, and use of FIP resources and the creation, management, and use of Federal records.

### Organization and use of the FIRMR.

The FIRMR is organized into four major segments called Subchapters that are further divided into parts, subparts, and sections. A comprehensive index is provided to help users find FIRMR topics quickly.

- There are very few cross references in this edition. Subjects are treated in one location to the extent possible. The Index will help the reader find coverage of a subject quickly. For example, if the reader is looking for information about the mandatory use of FTS, coverage can be found by looking in the Index under FTS, FTS2000, Mandatory, or Telecommunications.
- FIRMR parts and subparts are structured by using basic functional components titled "scope," "policy," and "procedures." If other governmentwide policy sources such as laws, executive orders, or circulars pertain to a subject, they are referenced under a heading titled "general."
- Policies and procedures unique to contracting for FIP resources are covered in a single part, Part 201-39.
- GSA mandatory programs are described in Part 201-24. Guidance relative to these mandatory programs is covered in bulletins.

## FIRMR Coverage.

A brief description of each subchapter follows:

nanagement, and use of innormation and records.

**Subchapter C** "Management and Use of Federal Information Processing Resources," consisting of seven parts, presents a life cycle view of FIP resources from predominant considerations and planning through disposition. The last part in this Subchapter covers the use of GSA mandatory programs.

Subchapter D "Acquisition of Federal Information Processing Resources by Contracting," consisting of one part (Part 201-39), establishes the unique regulatory coverage applicable to acquisition by contracting of FIP resources. It must be used in concert with the FAR. In the manner that each FAR part deals with a separate aspect of acquisition, the corresponding subpart of FIRMR Part 201-39 deals with that aspect as it relates to FIP resources. For example, FAR Part 6 covers general competition requirements; FIRMR Subpart 201-39.6 establishes unique policies and procedures applicable to competition for FIP resources. If there is no need to supplement a particular FAR part, the corresponding subpart of FIRMR Part 201-39 is reserved.

#### Distribution.

Distribution of this revised FIRMR will be made to current subscribers to the 1984 looseleaf edition. This 1990 edition is designed for convenient updating through the issuance of transmittal circulars. The 1990 FIRMR is available from GPO at an annual subscription rate. The rate varies each year based upon such factors as printing, distribution cost, and the number of changes in the previous year.

The FIRMR and the Federal Acquisition Regulation (FAR) are available on CD-ROM. (Quarterly.) Subscription price: Domestic—\$106.00 a year; Foreign:—\$132.00 a year. Single copy price: Domestic—\$33.00 a copy; Foreign—\$41.25 a copy. Mail orders should be sent to: Superintendent of Documents P.O. Box 371954, Pittsburgh, PA 15250—7954. Reference "List ID GSAFF." S/N 722—009—00000—2. Telephone Orders: (202) 783-3238 Assistance.

Agency and public participation in the FIRMR regulatory development process is encouraged and appreciated. Pre-addressed tear-out sheets are located at the rear of the volume to provide a convenient means for users to make suggestions, point out errors, or ask for clarification of the content.

A-2	08/10/91	Availability Of Electronic Versions of the Federal Information Resources		
		Management Regulation		
B-1	01/30/91	Electronic Records Management		
B-2	01/30/91	Interagency Reports Management		
D 2	01/30/31	Program		
B-3/Rev.1	06/15/92	Standard and Optional Forms		
2 0/10112	00,20,20	Management Program		
B-4	01/30/91	Selecting and Using Stationery		
	•	and Related Forms		
B-5	11/22/91	Interagency Committee on		
	•	Medical Records		
C-1	01/30/91	Sharing Telecommunications		
		Resources		
C-2	01/30/91	Disposition and Reuse of FIP Equipment		
C-3/Rev.1	01/02/92	Federal ADP and Telecommunications		
	•	Standards Index		
C-4	01/30/91	Performance and Capability		
	• •	Validation of FIP Systems		
C-5	01/30/91	Delegation of GSA's Exclusive		
	•	Procurement and Multiyear		
		Contract Authority		
C-6/Rev.1	06/01/93	Federal Information Resources		
		Management Review Program		
C-7	01/30/91	Trail Boss Program		
C-8	01/30/91	Information Accessibility for		
		Employees with Disabilities		
C-9	01/30/91	Nonmandatory GSA Services and		
		Assistance Programs		
C-10	01/30/91	Telecommunications Accessibility for		
		Hearing and Speech Impaired		
		Individuals		
C-11	01/30/91	Sharing of Data Processing Capacity		
C-12	01/30/91	Federal Software Exchange Program		
C-13	01/31/91	Control of Long-distance Telephone		
		Services		
C-14	01/30/91	Conversion of FIP Resources		
C-15	01/30/91	Mandatory Local Telecommunications		
		Services		

TC 90-6 Federal Information Resources Management Regulation C-3 (Appendix C, June 1993)

		(FTS2000)
C-19	01/30/91	Information Systems Security
		(INFOSEC)
C-20	01/31/91	National Security and Emergency
	•	Preparedness (NSEP) Telecom-
		munications
C-21	01/30/91	Purchase of Telephones and Services
** ****	•	(POTS) Contracts
C-22	09/18/92	Security and Privacy Protection of
	•	Federal Information Processing (FIP)
		Resources
C-23	01/30/91	Limitation on the use of Halon in
		Fire Extinguishing Systems
C-24	07/14/92	Use of Contracts Designated by the
(Rev. 1)		General Services Administration
		for Governmentwide Use by
		Federal Agencies
C-25	01/30/91	Bid Analysis and Reporting
		System (BARS)
C-26	01/30/91	Vendor Complaints and Agency Protests
C-27/Rev.1	01/15/92	Reuse of Outdated Federal
		Information Processing (FIP)
		Equipment
C-28	11/06/90	Computer Viruses
C-29	02/14/91	Acquisition of Used Computer
		Equipment by the Federal
		Government
C-30	11/12/91	Replacement of, and Screening for,
		Federal Information Processing (FIP)
		Equipment Under Exchange/Sale
		Authority
C-31	01/02/92	Use of Metric Measures in FIP
		Acquisitions the Federal
		Government
C-32	05/08/92	Vendor Provided Federal Information
		Processing (FIP) Training

C-4 Federal Information Resources Management Regulation TC 90-6 (Appendix C, June 1993)

	Bulletin C-22		
Records creation	201-4.001	Requires the use	201-4.001
	201-9		201-39.201
	201-11.002		201-39.5202-1
•	201-11.003		Bulletin A-1
	Bulletin A-1		Bulletin C-18
Records disposition			1
Records disposition	201-4.001	Reuse	201-4.001
	201-4.001		201-17.001
	201-0.002		201-20.103-2
	201-7.002		201-20.203-1
•			201-24.202
	201-9.001		Bulletin B-1
	201-20.103-1		Bulletin C-2
	Bulletin B-1		
<b>,</b> , , , , ,	001.0	Review program	201-11.001
Records maintenance and use			201-11.002
	Bulletin A-1		201-11.003
<b>.</b>	007.1.000		201-18.001
Records management			201-22.1
	201-2.001		Bulletin C-6
	201-6.001		Rev. 1
	201-6.002		Bulletin C-7
	201-9.001		Bulletin C-8
	201-9.100		Bulletin C-33
	201-9.101		
	201-9.103	Reviews	
	201-11.001		201-11.002
	201-11.002		201-11.003
	201-11.003		201-18.001
	201-18.002		201-22.103
	201-20.103-10	,	201-22.202
	201-21.603		Bulletin B-1
	Bulletin B-1		Bulletin C-5
	Bulletin C-6		Bulletin C-6
	Rev. 1		Rev. 1
Relationship to the Federal			Bulletin C-7
AcquisitionRegulation (FAR)			Bulletin C-11
	`201-39.102		Bulletin C-18
			Rev. 1
Reporting requirements (See S	Submissions		Bulletin C-26
to GSA)			
		-S-	
Reports produced by GSA	201-3.001	Schedules	
	201-3.201	(See GSA nonmandatory sch	edule contract)
	201-22.101	Schedule contracts	
Reports management		(See GSA nonmandatory sch	edule contract)
Techot on management		(Dec Golf Holling Harbory Self	

	201-20.103-6	20	01-21.603
İ	201-20.303		01-21.604
	201-21.3		01-24.000
	201-21.603	20	01-24.001
	201-24.106	20	01-24.101
	201-24.203-2	20	01-24.102
1	201-39.101-3	20	01-24.104
	201-39.1001	20	01-24.105
	201-39.5202-5	20	01-24.106
	Bulletin A-1	20	01-24.107
1	Bulletin B-1	20	01-24.203
	Bulletin B-4	20	01-39.101-3
	Bulletin C-1		01-39.102
	Bulletin C-6		01-39.201
	Rev. 1		01-39.802
1	Bulletin C-9	1	01-39.803-1
·	Bulletin C-11		01-39.804-2
1	Bulletin C-14		01-39.804-3
	Bulletin C-15		01-39.1001-2
	Bulletin C-18		01-39.1001-3
	Rev. 1		01-39.1701-4
	Bulletin C-19 Bulletin C-20		01-39.4501
	Bulletin C-20		ulletin A-1
	Bulletin C-22		ulletin B-4
	Bulletin C-34	-	ulletin C-1 ulletin C-4
1	Dallenii C-94	-	ulletin C-4 ulletin C-5
Senior IRM official	201-2 000		ulletin C-5
	201-2.001	,	Rev. 1
	201-2.002	R	ulletin C-8
	201-4.001		ulletin C-9
	201-39.201		ulletin C-10
Sensitive			ulletin C-11
	201-9.202-2		ulletin C-13
	201-18.001		ulletin C-14
	201-20.103-6		ulletin C-15
	201-21.301	Bı	ılletin C-16
	201-21.303		ulletin C-17
	201-24.203-1	Bı	ılletin C-18
	201-24.203-2		Rev. 1
ļ	Bulletin B-1	Bı	ılletin C-19
	Bulletin C-4	Bı	ılletin C-20
	Bulletin C-19	Bı	ılletin C-21
	Bulletin C-22	Bu	ılletin C-22
Services			ılletin C-24
	201-3.102	Severing 20	1-20.305
			1

	Bulletin C-11	201-39.001
•	Bulletin C-12	201-39.101-3
	Bulletin C-14	201-33.101-3
	Bulletin C-17	201-33.100-4
	24	201-39.501-2
Significant use	201-1-002-1	201-39.501-2
0.5	201-4.001	201-39.803-3
	201-39.101-3	201-39.003-3
	201-39.201	201-39.1001-3
	Bulletin A-1	201-39.1002-1
	Duncum 11-1	201-39.1002-2
Small purchase	201-39 803-1	
oman purchase	201-39.13	201-39.1002-4
	201-00.10	201-39.1003
Software	201.4.001	201-39.1402-1
Doitware	201-20.203-4	201-39.1403
	201-20.303	201-39.1502
	201-20.304	201-39.1701-8
•	201-20.305-1	201-39.4501-2
	201-20.303-1	201-39.4601
•	201-21.203	201-39.52
	201-21.403	Bulletin A-1
	201-21.501	Bulletin C-3
	201-21.301	Bulletin C-4
}	201-24.201	Bulletin C-5
	201-24.201	Bulletin C-8
· ,	201-39.501-3	Bülletin C-9
	201-39.602-1	Bulletin C-10
	201-39.803-1	Bulletin C-11
	201-39.804	Bulletin C-18
	201-39.1402-1	Rev. 1
	201-39.1501-1	Bulletin C-26
i	201-39.1501-1	
	201-39.4501	Sonar201-1.002-2
	201-39.5202-4 Bulletin A-1	201-4.001
	Bulletin B-1	201-39.101-3
		201-39.201
	Bulletin C-2 Bulletin C-4	Bulletin A-1
	Bulletin C-5	Space201-20.103-8
	Bulletin C-8	Bulletin C-1
l	Bulletin C-9	Bulletin C-11
	Bulletin C-10	Bulletin C-18
	Bulletin C-11	Rev. 1
	Bulletin C-12	Bulletin C-23
	Bulletin C-14	Specific delegation201-2.003
	Bulletin C-24	

2	01-20.305-1		201-20.303
l e	01-39.201		201-20.303
	01-39.6		201-21.603
	Bulletin A-1		201-21.604
	Bulletin C-5		201-21.004
1	Junean O-O		201-22.203
Specifications2	01-1 003		201-23.003
	01-4.001		201-24.101
	01-9.103		201-24.202
	01-20.305-1		201-24.106
	01-39.201		201-39.804-4
1	01-39.6		201-39.3304-1
	01-39.10		Bulletin B-2
	ulletin A-1		Bulletin C-5
	ulletin B-3		Bulletin C-6
	ulletin B-4		Bulletin C-7
1	ulletin C-4		Bulletin C-12
	ulletin C-5		Bulletin C-15
1	ulletin C-8		Bulletin C-23
1	ulletin C-9		Bulletin C-24
h .	ulletin C-10		Duneum C-24
lt.	ulletin C-11	Supplies	201-4 001
	ulletin C-14		201-20.305-2
	ulletin C-17		201-21.203
	ulletin C-23		201-39.201
В	ulletin C-24	r <del>a</del> va	201-39.8
В	ulletin C-26		Bulletin A-1
			Bulletin B-4
Standard form 20			Bulletin C-5
•	01-6.002		Bulletin C-24
	01-9.200		
1	01-9.201		
	01-9.202-1	Support services	201-4.001
	ulletin B-2		201-20.103-9
4	ulletin B-3		201-20.305-1
	Rev. 1		201-39.201
	ulletin B-4		
!	ulletin B-5		201-39.1001-2 201-39.1001-3
1	ulletin C-2		201-39.1701-4
] B	ulletin C-15		Bulletin A-1
Stondards (Co. B. J )			Bulletin C-5
Standards (See Federal standard	IS)		Bulletin C-9
Statement of work			Bulletin C-11
			Bulletin C-19
	ulletin C-9		Bulletin C-24
Strategic planning20	01-6.002	Surplus	
ENDER AT TAMORIA ANTON PROCEED CARE AS A SALVE CONTROL OF THE CONT			

	201-20.103-9		Bulletin C-15
· ·	201-20.203-5		Bulletin C-16
	201-22.301		Bulletin C-18
1	201-39.201		Rev. 1
	201-39.501-2		Bulletin C-19
	201-39.501-3		Bulletin C-20
1	201-39.1402-1		Bulletin C-21
	201-39.1501-1		Bulletin C-22
1	201-39.1701-1		Bulletin C-23
	201-39.1701-3		
	201-39.5202-4	Telecommunications devices for	the deaf
	Bulletin C-4	(See TDD)	
	Bulletin C-5	(444 = 44)	
	Bulletin C-7	Telecommunications services	201-4.001
	Bulletin C-14		201-20.305-1
	Bulletin C-25		201-24.101
			Bulletin C-1
System life cost	. 201-20.203-2		Bulletin C-5
	201-22.301		Bulletin C-9
	Bulletin C-4		Bulletin C-10
			Bulletin C-16
-T-			Bulletin C-18
_		•	Rev. 1
TDD	. 201-4.001		Bulletin C-20
	201-20.103-7		Bulletin C-22
	201-21.603		end.
	Bulletin C-8	Television	201-1.002-2
	Bulletin C-10		201-4.001
1			201-39.101-3
Telecommunications	. 201-4.001		201-39.201
1	201-20.103-7		Bulletin A-1
	201-20.303		
1	201-20.305-1	Toll-free	.201-4.001
	201-20.306		201-21.601
	201-21.601		201-21.604
<u> </u> .	201-21.603		Bulletin C-10
}	201-24.001		
1	201-24.101	Thresholds	201-4.001
1	201-24.102		201-20.305
1	201-24.104		201-39.502
	201-24.106		201-39.1300
	201-24.203		Bulletin A-1
1	201-39.802-1		Bulletin C-2
	201-39.1002-1		Bulletin C-5
1	201-39.1002-4		Bulletin C-21

Video Teleconferencing	Bulletin C-34	
		·
FEDERAL INFORMATION RESOURCES MANAGEMENT REGULATION		
22		